

people
373
engaged

CO₂
saved
52.8
tonnes



people signed up
95
priority
service
register



drop-in
52
sessions

ECO3
referrals
17

£6125
saved
on bills

Successes:

- Receiving many more referrals from the health and social care sector.
- Setting up our Crisis Fund, enabling us to offer small grants to people in emergency situations.
- Identifying complicated meter problems and securing a £3k refund for one of our clients.
- Offering extra support in two area-based projects funded by community-owned renewable energy generation.
- Setting up partnership referral arrangements with neighbouring community energy organisations to provide insulation and heating.
- Our work recognised with two awards, a shortlisting for Best Community Energy Initiative at the national Regen Green Energy Awards and one advisor named as an NEA Heat Hero!

“I feel like I’m in a warm cosy blanket being looked after, this is a wonderful service.”

Client at drop-in session

Issues we came across:

- A worryingly high proportion of social housing in a poor condition. housing associations lack funding to improve them.
- Many people in poor housing are struggling with fuel bills and also suffering with mental health conditions.
- Inappropriate heating systems leading to higher energy bills.
- Lack of support for vulnerable people due to underfunded statutory services.

“Eventually SDCE did get my dad £100 for his key meter which is very helpful, the advisor kept on trying to help my dad after he was initially turned down, she didn’t need to, but she tried again and continued to try until she got the help he needed.”

Son of Crisis Fund grant recipient

Future plans:

- Secure more funding for measures and physical energy saving improvements.
- Deepen our partnerships across Devon to standardise the support available across the County.
- Increasingly frame our advice as climate change action as well as fuel poverty

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